



<https://learnlab.com/job/customer-success-manager/>

Fulfillment Specialist (Customer Success Manager)

Description

If you are an outgoing, happy and articulate person with a “Get it Done” attitude, then we want to talk to you!

You will be the “Customer Success Manager” making sure that orders are received and processed fast and correctly. Your duties are extremely important for our team, so your pleasant and up-beat attitude, and attention to detail and accuracy is a must!

You will be answering and making telephone calls, sending and receiving emails, processing FedEx and UPS shipments, and processing orders through SPS and other software order platforms and ensuring every single customer experiences the service that our company strives to provide.

You will be the connecting with our distributors such as Grainger, MSC, Fastenal, Motion, and many others, to make sure those distributors and their sales staff have what they need to make sure our thousands of business based clients across the United States and across the world are happy and satisfied.

Responsibilities

As a valued member of our office team, the right person will be responsible for “Making the customers smile” by listening to customers requests and helping connect them to the right person or setting the process in motion to get the assistance they need.

In addition, you will be responsible for making sure that client received the quality experience expected.

In addition, you will perform various clerical tasks and duties assisting the office team, the marketing team, and other groups within the company. This position is also an automatic member of the LearnLab “Culture Club” which organizes and carries out periodic “Fun Days” and other team and culture building events within the company.

Qualifications

The right candidate will have past experience with helping customers and clients, be very well spoken, outgoing, easy to talk to, and not afraid of speaking on the telephone. This happy and exciting person will help provide an exceptional customer experience every time, on every occasion.

You will need to have experience with:

- Office telephone systems
- Windows based computer skills
- Microsoft Office skills
- Organizational skills
- Outgoing, high energy personality
- Learning about our products

Hiring organization

ITU – LearnLab

Employment Type

Full-time

Job Location

8184 East Station Street, 47848, Dugger, Indiana, USA

Working Hours

8am – 4:30pm M-F

Base Salary

\$ 14.50 - \$ 19.20

Date posted

March 17, 2021

Valid through

30.04.2022

or... No resume?

Fill out an online application...

ONLINE APPLICATION

The right candidate will need to have a proven history of being at work on time, working well with others, have valid drivers license and reliable transportation. An employment screening will be conducted.

LearnLab is a drug free, drama free workplace where we all work together to fulfill our company's "Soul" purpose... *To help people be better at what they do!*

Job Benefits

At LearnLab, you'll grow and work with a team of dedicated and fun co-workers. This is a Monday thru Friday position working 8am – 4:30pm.

Our company believes that you "Work to Live, not Live to Work" !

As part of our "Team" you will enjoy the following exciting benefits:

- 9 Paid holidays
- Paid vacation
- Paid earned time off
- Company Culture Activities
- 4 Optional Health Care plans available
- Optional Dental & Optical plans available

Dugger sits among 9000 acres of the Greene-Sullivan State Forest, and just a short bike ride away from over 200 fresh water lakes, camping, picnicking and hiking at it's best in southern Indiana. Just minutes away from the birthplaces of Larry Bird, Phil Harris, Maci Pope, Scatman Crothers, and yes, Jimmy Hoffa!